

**Transitioning to New Statewide Contract
For Multifunctional Printers (SWC #99999-SPD0000137)
Frequently Asked Questions**

GENERAL CONTRACT QUESTIONS

1. What is the new statewide contract number?
 - The contract number is 99999-SPD-SPD0000137.

2. Does this contract replace an existing statewide contract? Yes
 - This contract replaces three statewide contracts:
 - i. Desktop Printer contract# 99999-SPD-SPD0000024
 - ii. Multifunctional Devices Print/ Copy/Scan/Fax (Segments 2-4) contract# SWC90819-05
 - iii. Multifunctional Devices Print/Copy/Scan/Fax (Segments 5+) contract# 99999-001-SPD0000042-0005

3. What is the contract term?
 - The initial term of the contract is one (1) year with four (4) one (1) year renewal options.

4. Does the contract allow the use of the P-Card?
 - Yes

5. Which suppliers are on the contract?
 - There are five (5) awarded suppliers on the contract:
 - i. **Sharp** (Contract # 99999-SPD-SPD0000137-0001)
 - ii. **Ricoh** (Contract # 99999-SPD-SPD0000137-0002)
 - iii. **Toshiba** (Contract # 99999-SPD-SPD0000137-0003)
 - iv. **Xerox** (Contract # 99999-SPD-SPD0000137-0004)
 - v. **Canon** (Contract # 99999-SPD-SPD0000137-0005)

PRODUCTS & SERVICES QUESTIONS

1. What products and services are available under this contract?
 - There are four (4) product categories available:
 - i. **Light-Use, Desktop Printers & MFPs**- Low end/Low volume/Light Duty print devices (including optional equipment

features and accessories) with an optimum monthly volume output of up to 10,500 copies/prints.

- ii. **Moderate-Use Printers & MFPs**- Mid-end/Moderate volume/Medium Duty print devices (including optional equipment features and accessories) with an optimum monthly volume output between 10,500 and 70,000 copies/prints.
- iii. **High-Use/Production Printers & MFPs**- High-end/High volume/Heavy Duty print devices (including optional equipment features and accessories) with an optimum monthly volume output of more than 70,000 copies/prints.
- iv. **Related/Emerging Print Technologies**- Inclusive of recent and evolving printing technologies such as scanners, wide format printers, and display screens.

- 2. Can the awarded suppliers supply product within each category or are they restricted to only supply products in certain categories?
 - All awarded suppliers are permitted to supply products within each of the four categories.
- 3. What options are available to secure the products/services on the contract?
 - There are three options available:
 - i. **Purchase**: Purchases of equipment and accessories is available in each of the categories
 - ii. **Lease**: There are four (4) leasing options available: 24 months, 36 months, 48 months, and 60 months.
 - iii. **Maintenance**: Maintenance service plans can be purchased on an annual basis:
 - 1. Maintenance Only- includes break/fix and routine/preventive maintenance
 - 2. Maintenance with Supplies- Does not include paper; toner is covered;
 - a. Contact supplier to determine other items covered
- 4. The Supplier says they cannot provide me with a monthly click count, by machine, and I need to know whether the load is balanced among my machines. What can I do?

- Each awarded supplier should assist you in conducting a load study of your machines to determine if they are being under-utilized or over-utilized.
5. I think my copier has more capacity than I need. What should I do?
- Rightsizing copier capacity is a routine service that is provided by each of the awarded suppliers on the contract. Should you receive pushback from a supplier on contract, please report the incident to DOAS through the Supplier Performance Reporting link.

https://service.doas.ga.gov/app/answers/detailopa/a_id/1075

PRICING & ORDERING QUESTIONS

1. What is the pricing structure for this contract?
 - The state has negotiated a MINIMUM discount percent off the Supplier's nationally published list prices. Authorized users of the contract can request/negotiate deeper discounts; however, in no way can suppliers offer a lower discount percentage than agreed to in the contract (see the Contract Pricing List for the established discount percentages)
2. Are there any minimum order quantities or delivery charges?
 - No. There are no minimum order quantities and no shipping or delivery charges. The contract does not allow for extra charges related to delivery because of distance.
3. How can I order product and/or services on this contract?
 - All orders must be sent to the Supplier on the contract. You can phone or email the Supplier directly. You can also go directly to Team Georgia Marketplace.
 - Supplier Dealers/Resellers are there to assist in configuring equipment and creating a PO. **However, orders should NOT be made out to Dealers/Resellers.**
4. Do I pay per page click charges?

- Purchased Equipment: No
- Lease Equipment: Yes

LEASING QUESTIONS

1. Is leasing available on this contract?
 - Yes. Leasing of product and accessories is available under this contract. There are four (4) leasing options available: 24 months, 36 months, 48 months, and 60 months.

2. The Supplier representative handed me their standard lease, should I sign it?
 - **No. Use the State of Georgia Lease agreement, Only.**

3. Can I lease on a month-to-month basis and not sign a User Lease Agreement?
 - No

4. Can the Supplier assign my lease to a 3rd Party Finance Company?
 - **No. All awarded suppliers are required to finance their own leases. Any attempt to assign a lease to a 3rd party will render the lease null and void under the Statewide contract.**

5. In the past Suppliers have offered a “no cost” lease and we were only required to pay the supplies and maintenance cost. Is this allowed under the state contract?
 - There is no provision in the Statewide contract for a “no cost” lease. Please see the see the Contract Pricing List for the established discount percentages for the various lease options.

6. I have an existing lease under the old statewide contract (based on the SPD-approved lease template) that has not completed its term. What should I do?
 - The following guidance is provided, based on the scenario which best fits your Agency’s situation, where the State-approved Equipment Lease Agreement template was used:

Scenario A: I want to continue using the leased equipment, but the supplier was not awarded a new contract:

Guidance: If your current lease has not expired, you may continue under the lease until the “full term of the lease” expires, at which time you will need to either purchase or lease equipment from one of the suppliers awarded under the new statewide contract for multifunctional printers.

Scenario B: I do not want to continue under the current lease, the supplier has not been awarded a new contract and there is at least one additional twelve (12) month renewal term remaining:

Guidance:

1. Provide the supplier at least a 30-day notice, prior to June 30 of the current renewal term, of your Agency’s intent not to renew the lease for an additional twelve (12) month period.
2. Purchase or lease equipment from one of the awarded suppliers under the new statewide contract for multifunctional printers.

Scenario C: I do not want to continue under the current lease, the supplier has been awarded a new contract and there is at least one additional twelve (12) month renewal term remaining:

Guidance:

1. Provide the supplier at least a 30-day notice, prior to June 30 of the current renewal term, of your Agency’s intent not to renew the lease for an additional twelve (12) month period.
2. Purchase or lease equipment from one of the awarded suppliers under the new statewide contract for multifunctional printers.

Scenario D: I want to continue using the leased equipment, the supplier has been awarded a new contract and there is at least one additional twelve (12) month renewal term remaining on the current lease:

Guidance:

1. Contact the supplier and transfer to a new lease, under the new statewide contract for multifunctional printers.

7. I have an existing lease under the old statewide contract (based on a lease agreement not approved by SPD). What should I do?

Guidance: Please read your lease agreement for Automatic Renewal language. When your lease is approaching its expiration date, some leases require you to notify the current supplier of your intention to return the equipment. If you do not send the current supplier a letter of intent to return the machine in the specified timeframe (typically 60 - 90 days' notice is required) which is contained in your copier lease agreement, you may face an automatic 12-month renewal.

8. Whose responsibility is it to cleanse/wipe the hard drive of the copier or MFP equipment at the end of the lease?

- User Agencies are required to make sure the hard drive of the copier or MFD equipment is replaced or electronically wiped at the end of the lease before the equipment is returned to the supplier. This is User Agency responsibility and is required by Georgia Technology Authority Standard 08-035-01.